



Missouri Department of Natural Resources  
Division of State Parks  
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# **1999 Missouri State Parks Visitor Surveys**

## **Project Completion Report**

**Submitted to**

**Missouri Department of Natural Resources  
Division of State Parks**

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## Introduction

### NEED FOR RECREATION RESEARCH

In 1939, 15 years after Missouri obtained its first state park, 70,000 visitors were recorded visiting Missouri's state parks (Masek, 1974). Today, the increase in demand for outdoor recreation experiences has given rise to over 16 million visitors who, each year, visit the 80 parks and historic sites in Missouri's state park system (Holst & Simms, 1996). Along with this increase in demand for outdoor recreation experiences are other highly significant changes in outdoor recreation. Some of these changes include a change in the nature of vacations with a trend toward shorter, more frequent excursions; an increasing diversity of participation patterns across groups; an increase in more passive activities appropriate for an aging population; an increased concern for the health of the environment; and a realization of the positive contributions the physical environment has on the quality of one's life (Driver, Dustin, Baltic, Elsner, & Peterson, 1996; Tarrant, Bright, Smith, & Cordell, 1999).

Societal factors responsible for these changes in the way Americans recreate in the outdoors include an aging population; a perceived decline in leisure time and a faster pace of life; geographically uneven population growth; increasing immigration; changes in family structures, particularly an increase in single-parent families; increasing levels of education; a growth in minority populations; and an increasing focus on quality "lifestyle management" (Driver et al., 1996;

Tarrant et al, 1999). These factors and their subsequent changes in outdoor recreation participation have important implications for recreation resource managers, who are now faced with recreation resource concerns that are "...people issues and not resource issues alone (McLellan & Siehl, 1988)." This growing social complexity combined with the changes it has created in outdoor recreation participation have given rise to the need for research exploring why and how people recreate in the outdoors as well as how these individuals evaluate the various aspects of their outdoor recreation experiences.

### STUDY PURPOSE

Visitor satisfaction tends to be a primary goal of natural resource recreation managers (Peine, Jones, English, & Wallace, 1999) and has been defined as the principal measure of quality in outdoor recreation (Manning, 1986). Visitor satisfaction, however, can be difficult to define because individual visitors are unique. Each visitor may have different characteristics, cultural values, preferences, attitudes, and experiences that influence their perceptions of quality and satisfaction (Manning, 1986).

Because of these differences in visitors, a general "overall satisfaction" question alone could not adequately evaluate the quality of visitors' experiences when they visit Missouri's state parks and historic sites. For this reason, it is necessary to gather additional information about visitor satisfaction through questions regarding: a) visitors'

socio-demographic characteristics; b) visitors' satisfaction with programs, services and facilities; c) visitors' perceptions of safety; and d) visitors' perceptions of crowding. Thus, the purpose of this study is to gain information, through these and other questions, about the use patterns, socio-demographic characteristics, and satisfaction with park programs, facilities, and services of visitors to ten of Missouri's state parks. This report compares the results of the visitor surveys conducted at Babler Memorial State Park, Big Lake State Park, Finger Lakes State Park, Lake of the Ozarks State Park, Long Branch State Park, Pershing State Park, Table Rock State Park, Trail of Tears State Park, Harry S Truman State Park, and Wakonda State Park.

## STUDY AREAS

### ***Babler Memorial State Park***

Located in St. Louis County, Babler Memorial State Park (BMSP) provides an oasis of greenspace in a growing suburban area of the St. Louis metropolitan region. Nearly 2,500 acres of a heavily wooded landscape with a campground and a riding stable, Babler also provides amenities more typical of urban parks: a swimming pool, picnic areas, a tennis court, and biking and hiking trails. Babler is also unique in its providing a camp for campers with special needs, the Jacob L. Babler Outdoor Education Center.

### ***Big Lake State Park***

Located in Holt County in the extreme northwest corner of Missouri, Big Lake State Park (BLSP) lies along side the oxbow Big Lake, providing a wonderful

recreational opportunity for fishermen. In the path of a major migratory flyway and near Squaw Creek National Wildlife Refuge, Big Lake is also a paradise for birdwatchers. The park also provides many other amenities for recreationists, including a campground, picnic areas and playground, a swimming pool, rental cabins, a motel, and a restaurant and park store.

### ***Finger Lakes State Park***

Once an area strip-mined for coal, Finger Lakes State Park (FLSP) provides a successful example of the reclamation of lands for recreation. Ten miles north of Columbia in Boone County, Finger Lakes offers many outdoor recreational opportunities including fishing, canoeing, boating, and swimming in the several finger lakes. As with most state parks, a campground and picnic areas are also to be found in the park, but Finger Lakes' most unique recreational opportunity is not one associated with the majority of Missouri's state parks. The park's once ravaged landscape has become one of the most popular places in which to ride all-terrain-vehicles (ATVs) and off-road-vehicles (ORVs). To accommodate this popularity, the park has many miles of trails specifically designated for ATV and ORV use, as well as a motocross track for races.

### ***Lake of the Ozarks State Park***

Located in the middle of perhaps one of the most intensively developed and most commercial of Missouri's tourism landscapes, Lake of the Ozarks State Park (LOSP) remains true to its natural setting and provides an alternative to the visitor seeking to escape the surrounding tourist attractions. The largest park in the state park system with over 17,000



acres surrounding Lake of the Ozarks, LOSP offers many recreational facilities: picnic areas, swimming beaches, campgrounds, camp store, marina, boat launches, horseback riding stables, hiking and riding trails, and camper cabins. Nearby Ozark Caverns offers guided tours of the cave, a visitor center, and a self-guided nature trail through Coakley Hollow Natural Area.

### ***Long Branch State Park***

Set amongst woodland and restored prairie, Long Branch State Park borders the 2,450-acre Long Branch Lake well known for its great fishing opportunities. Besides fishing, Long Branch also offers access for boating, a swim beach, camping, picnicking, and an exercise trail along the lake. At one time, a marina was also located on the lake in the park, but has since been closed. Park managers concerned with providing enjoyable recreational experiences to visitors are interested in determining how important a marina is to Long Branch's visitors. For this reason, a question regarding the importance of the marina was included on the questionnaire for the 1999 Long Branch State Park Visitor Survey.

### ***Pershing State Park***

Pershing State Park (PSP), located in Linn County near Laclede, is perhaps one of the most unique parks in the Missouri state park system. Locust Creek runs through Pershing State Park and contributes to its uniqueness by being one of the few remaining unchannelized larger streams in Missouri. Also located in the park are wetlands consisting of swamps, marshes, and a wet prairie. Pershing offers camping, picnicking, swimming, and

fishing as well as an archery range and a 1.5 mile interpretive boardwalk accessing the wetland area.

### ***Table Rock State Park***

Just north of the Arkansas border, Table Rock State Park (TRSP) is located on Table Rock Lake. The park's proximity to Branson, Missouri makes it a popular spot for visitors both from Missouri and from other states. Because of this popularity, TRSP offers many unique amenities, among them a full-service marina with a dive shop, boat rentals, and parasailing equipment. Use of the marina has increased to such an extent that a proposal for marina expansion is currently being considered. This proposal was brought to the attention of TRSP visitors, who were asked to voice their opinion of the proposal during the 1999 Table Rock State Park Visitor Survey.

### ***Trail of Tears State Park***

Located along the Mississippi River in Cape Girardeau County, Trail of Tears State Park (TTSP) contains many beautiful hardwood species typical of the Ozarks but also contains a type of forest more characteristic of the forests found in the Appalachian Mountains. This forest diversity, along with its location along the Mississippi River, makes Trail of Tears a prime recreational area with its campground, boating and fishing accesses to the river and Lake Boutin, swimming beach, picnic areas, trails, and overlooks. The park also offers a visitor center with exhibits interpreting the rich natural and cultural history of the park, particularly exhibits displaying the history of the infamous Trail of Tears march by the Cherokee Indians.

### ***Harry S Truman State Park***

Home to several unique prairie grasses and flowers, the landscape at Harry S Truman State Park (TSP) also provides open woodland and savanna. Combining these diverse landscape types with the vast Truman Lake has created an exceptional recreational area where visitors can camp, picnic, swim, boat, fish, watch wildlife, and enjoy the beautiful natural surroundings. A campground, swimming beaches, boat ramps, picnic areas, and a full-service marina are all offered in the park.

### ***Wakonda State Park***

Located in northeast Lewis County, Wakonda State Park (WSP) lies along side the Mississippi River just west of the Illinois border. The park offers

many different recreational opportunities, with its several lakes, sand prairies, and large sandy beach. Recreationists are able to fish, bird watch, boat, camp, picnic, swim, and participate in a variety of beach sports. Wakonda also offers some unique amenities not typical of most other state parks, including boat and canoe rentals, a food concession, and RV rentals.

### **SCOPE OF STUDY**

The population of the visitor study at the ten state parks consisted of all visitors who were 18 years of age or older (adults), and who visited these areas from June to October 1999. The results of this study only reflect visitors during the study period.

## Methodology

The following is a brief description of the methodology used during the 1999 Missouri State Parks Visitor Survey. For a more complete explanation of the methodology used at each state park, please refer to their individual reports (Fredrickson & Vessell, 1999a, 1999b, 2000a, 2000b, 2000c, 2000d, 2000e, 2000f, 2000g, 2000h).

### **SAMPLING PROCEDURES**

A 95% confidence interval was chosen for each park. Margins of error ranged from plus or minus 5% to plus or minus 9% based on the sample sizes from each park survey. The study period for the 1999 Missouri State Parks Visitor Survey was from June 1 to October 31, 1999. A random sample of adult visitors (18 years of age and older) who visited the ten state parks during the study period were the respondents for this study.

Three time slots were chosen for surveying: Time Slot 1 = 8 a.m. – 12 p.m., Time Slot 2 = 12 p.m. – 4 p.m., and Time Slot 3 = 4 p.m. – 8 p.m. A time slot was randomly chosen for each of the ten parks and assigned to the first of the scheduled survey dates for those parks. Thereafter, time slots were assigned in ranking order based on the first time slot. This method was chosen to allow each of the three time slots to be surveyed approximately the same number of times during the study period. This method was also chosen to allow visitors leaving the parks at various times of the day an equal opportunity for being sampled.

### **QUESTIONNAIRE**

The questionnaires used in this study were based on the questionnaire developed by Fink (1997) for the Meramec State Park Visitor Survey. Copies of the questionnaires for this study are provided in Appendix A.

### **SELECTION OF SUBJECTS**

The surveys of visitors during the 1999 Missouri State Parks Visitor Survey were administered on-site, to eliminate the non-response bias of a mail-back survey. Where possible, exit surveys were conducted of visitors leaving the various parks. At these parks, a systematic sampling of all adults in every  $n$ th vehicle (pre-determined by past years' visitation data) was conducted as the vehicles exited. Exit surveys were conducted at the following state parks: Babler, Big Lake, Finger Lakes, Long Branch, Table Rock, Trail of Tears, and Wakonda.

Because an exit survey was not always feasible at every park due to dangerous traffic, lack of areas for pulling over vehicles, multiple exits, etc., on-site surveys of identified recreation areas within these parks were conducted. On-site, roving surveys were conducted at Lake of the Ozarks State Park, Pershing State Park, and Truman State Park. Exit surveys, however, provide the most robust sampling strategy to precisely define the visitor population (Peine, et al., 1999). It is recommended, therefore, that exit surveys be conducted at other state parks and historic sites if at all possible.

## DATA COLLECTION

The surveyors wore state park T-shirts or state park identification and were either stationed at the entrances into the various parks or recreation areas or walked roving routes between the recreation areas at the parks. During the selected time slot, the surveyors asked every visitor who was 18 years of age and older and in the exiting vehicles or at the various recreation areas to voluntarily complete the questionnaire, unless he or she had previously filled one out.

To increase participation rates, respondents were given the opportunity to enter their name and address into a drawing for a prize package and were assured that their responses to the survey questions were anonymous and would not be attached to their prize entry form. Willing participants were then given a pencil and a clipboard with the questionnaire and prize entry form attached. Once respondents were finished, the surveyors collected the completed forms, clipboards, and pencils. Survey protocol is given in Appendix B and a copy of the prize entry form is provided in Appendix C.

Observation surveys were also conducted to obtain additional information about: date, day, time slot, and weather conditions of the survey day; the number of adults and children in each group of survey participants; and the number of individuals asked to fill out the questionnaire, whether they were respondents, non-respondents, or had already participated in the survey. This number was used to calculate response rate, by dividing the number of useable surveys collected by the number of adult visitors asked to complete a

questionnaire. A copy of the observation survey form is provided in Appendix D.

## DATA ANALYSIS

The data obtained for the 1999 Missouri State Parks Visitor Survey was analyzed with the Statistical Packages for the Social Sciences (SPSS) (SPSS, 1996). Frequency distributions and percentages of responses to the survey questions were determined. The number of surveys completed by weekday versus weekend, by time slot, and by park was also determined.

Comparisons using independent sample t-tests for each group were also made to determine any statistically significant differences ( $p < .05$ ) in the following selected groups' satisfaction with park features, ratings of park attributes, overall satisfaction, and perceptions of crowding. The selected groups include:

1. First time visitors versus repeat visitors.
2. Overnight visitors versus day-users. Day-users include both day-users and the overnight visitors who did not stay overnight in the ten parks. Overnight visitors include those visitors who stayed overnight in the parks, whether they were camping or staying in other facilities within the parks.
3. Weekend visitors versus weekday visitors. Weekend visitors were surveyed on Saturday and Sunday, weekday visitors were surveyed Monday through Friday.

Other comparisons were made using independent sample t-tests to determine

in any statistically significant differences in visitors who rated the parks as excellent on being safe versus visitors who rated the parks good, fair, or poor on being safe, for the following categories:

1. First time versus repeat visitors.
2. Overnight visitors versus day-users.
3. Weekend versus weekday visitors.

Differences between visitors who rated the parks as excellent on being safe versus those who did not were also compared on the following questions: differences in socio-demographic characteristics, differences in perceptions of crowding, measures of satisfaction with park features, measures of performance of park attributes, and overall satisfaction.

Chi-square tests were conducted comparing responses between select groups regarding support for a reservation system and support for a “carry in and carry out” trash system. The selected groups include:

1. First time versus repeat visitors.
2. Overnight visitors versus day-users.
3. Weekend versus weekday visitors.

An additional independent sample t-test compared overall satisfaction between visitors who felt some degree of crowding and visitors who were not at all crowded.

## Results and Discussion

This section describes the results of the 1999 Missouri State Parks Visitor Survey. For a more in-depth examination of the results from the ten state park surveys, see the individual reports of each survey (Fredrickson & Vessell, 1999a, 1999b, 2000a, 2000b, 2000c, 2000d, 2000e, 2000f, 2000g, 2000h). This section also provides relevant management implications and future research suggestions.

### SURVEYS COLLECTED & RESPONSE RATES

A total of 2,054 surveys were collected during the 1999 Missouri State Parks Visitor Survey. Table 1 shows the number of surveys collected at each state park. The overall response rate was 66.6%. Overall response rates ranged from 46% to 97%.

Of the 2,054 surveys collected, 1,350 (65.8%) were collected on the weekends (Saturday and Sunday), and 703 (34.2%) were collected on the weekdays (Monday through Friday). Table 2

shows the frequency and percentage of surveys collected during each of the three time slots.

### PROFILE OF VISITORS

Table 3 lists the socio-demographic characteristics of the visitors to the ten state parks.

When grouped into four categories, 27.6% of the adult visitors to the ten parks were between the ages of 18-34, 45.6% were between the ages of 35-54, 14.2% were between the ages of 55-64, and 12.6% were 65 years of age or older. The average age of all adult visitors to the ten parks was 44.7, with visitors to Finger Lakes State Park having the lowest average age (36.5) and visitors to Big Lake State Park having the highest average age (53.4). This difference in age may be due in part to the recreational resources at Finger Lakes State Park attracting younger visitors and the recreational resources at Big Lake State Park attracting older visitors and retirees.

*Table 1. Surveys Collected by State Park*

Park	Frequency	Percent
Babler	394	19.2%
Big Lake	123	6.0%
Finger Lakes	205	10.0%
Lake of the Ozarks	200	9.7%
Long Branch	301	14.7%
Pershing	130	6.3%
Table Rock	207	10.1%
Trail of Tears	144	7.0%
Truman	138	6.7%
Wakonda	212	10.3%
Total	2,054	100%

Visitors were more male than female, with males comprising 55.4% of all visitors and females comprising 44.6% of all visitors. Over one-third (36.1%) of all visitors indicated having completed vocational school (7.6%) or some college (28.5%) as the highest level of education completed. Another third (34.6%) indicated having completed grade school (2.7%) or high school (31.9%). Less than one-third (29.2%) of visitors indicated having completed a four-year college degree (15.4%) or post-graduate education (13.8%).

Visitors to Babler State Park had the highest level of education, with over half (55.5%) of the visitors to Babler reporting having completed a four-year degree or post-graduate education. Visitors to Wakonda State Park had the lowest level of education, with almost half (48%) reporting grade school or high school as the highest level of education completed.

Most visitors (40.2%) reported having an annual income of between \$25,000 and \$50,000. Twenty-three percent (22.6%) of visitors reported an annual income of between \$50,000 and \$75,000. About 19% (18.9%) of visitors reported an annual income of less than \$25,000, and 18.3% reported an income of over \$75,000.

Babler State Park visitors reported having higher annual incomes when compared to the other parks. Two-thirds (64.1%) of Babler State Park visitors indicated having a household income of over \$50,000. Babler's location within the St. Louis metropolitan area and the high percentage of its visitors with four-year degrees or post-graduate education

**Table 2. Surveys Collected by Time Slot**

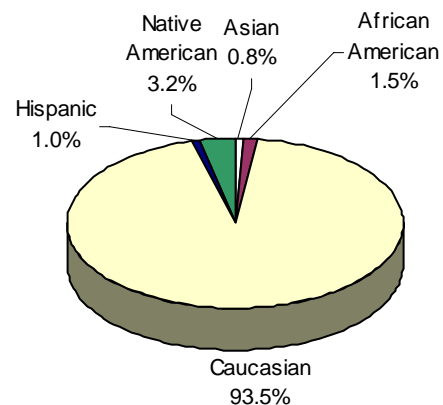
Time Slot	Frequency	Percent
1. 8 a.m.-12 p.m.	604	29.4%
2. 12 p.m.-4 p.m.	802	39.1%
3. 4 p.m.-8 p.m.	647	31.5%
Total	2,054	100%

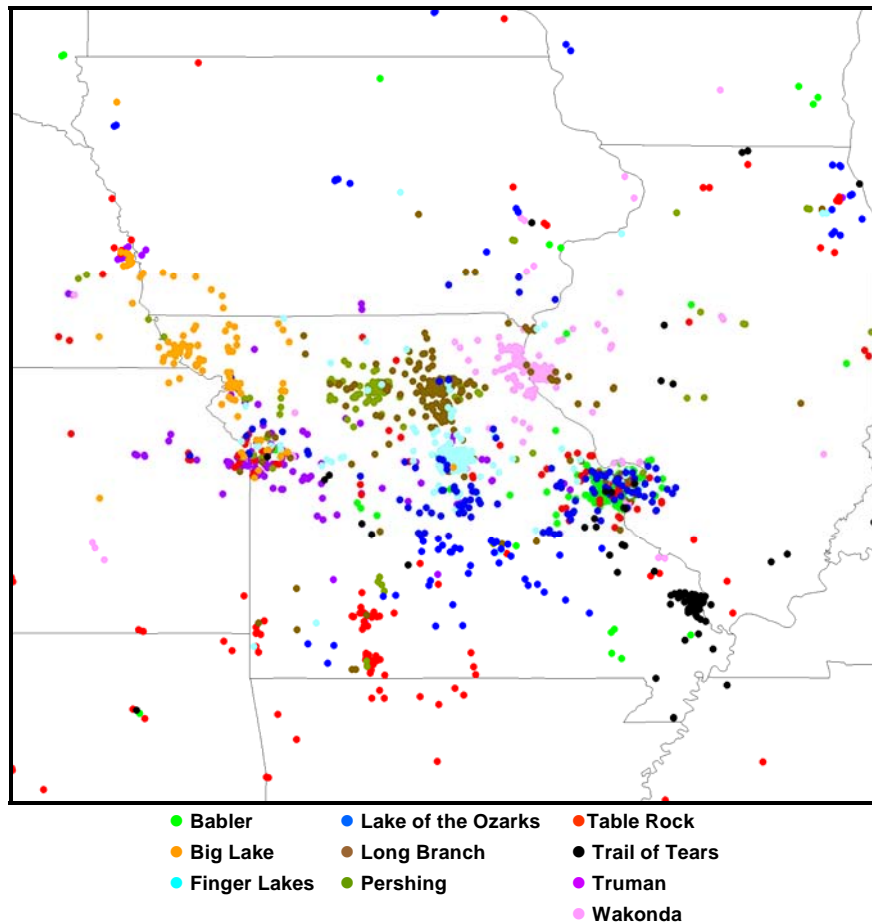
combine to account for the higher level of household incomes of Babler visitors.

The vast majority (93.0%) of visitors to the parks was Caucasian in ethnic background, whereas 3.2% reported to be Native American, 1.5% were African American, 1.0% were Hispanic, and less than 1% (.8%) were Asian. Figure 1 depicts the ethnic origin of visitors during the 1999 Missouri State Parks Visitor Survey.

Six percent (6%) of all visitors indicated having some type of disability that substantially limited one or more life activities or that required special accommodations. Big Lake State Park had the highest percentage (10.3%) of

**Figure 1. Ethnic Origin of 1999 Missouri State Park Visitors**



*Figure 2. Residence of Visitors by Zip Code.*

visitors who reported some type of disability. This higher percentage may be related to the older age of visitors to Big Lake.

The majority (74.9%) of visitors to the ten state parks was from Missouri, with 9.1% of the visitors from Illinois, 2.8% from Iowa, 2.4% from Kansas, and 2.2% from Nebraska. Figure 2 shows the residence of visitors by zip code. Over half (52%) of Wakonda's visitors were from out of state, almost half (46%) of Table Rock's visitors were from out of state, and over one-third (38%) of Big Lake's visitors were from out of state. Truman and Lake of the Ozarks also had

one-third (36% and 33% respectively) of their visitors from other states.

DSP has expressed an interest in classifying visitors by their residence in Metropolitan Statistical Areas (MSA). The first attempt to classify state park visitors by their MSA was made with the 1999 Missouri State Parks Visitor data. While knowledge of visitor residence is potentially valuable, the profile of cumulative state park visitation is more relevant. It is recommended that visitor data from the 1997, 1998, and future visitor survey data also be profiled for MSA residence.



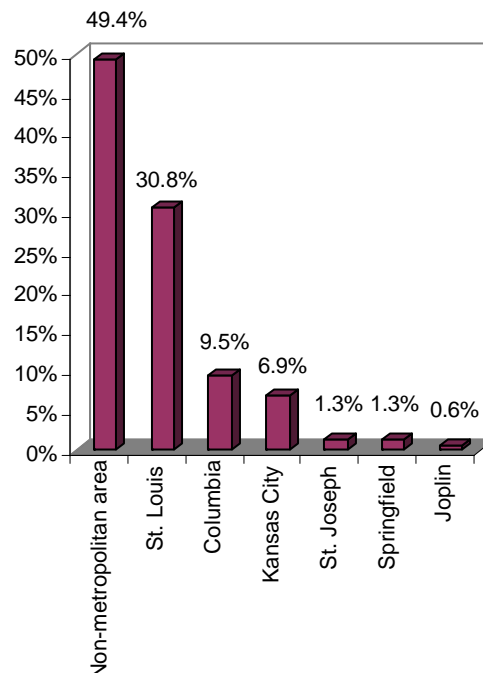
Missouri has an overall population of approximately 5,468,000 residents, over two-thirds (68%) of whom live within a MSA (U.S. Census Bureau, 1999). St. Louis and Kansas City MSA residents account for almost 60% (59%) of Missouri residents (this includes Missouri residents only, and not the Kansas residents who live within the Kansas City MSA and the Illinois residents who live within the St. Louis MSA). Over one-third (35.8%) of Missouri residents alone live within the St. Louis MSA, and 23% live within the Kansas City MSA (Missouri State Census Data Center [MSCDC], 1998).

While about half (49.4%) of the 1999 Missouri State Park visitors were from non-metropolitan areas, 30.8% were from the St. Louis Metropolitan Statistical Area, 9.5% were from the Columbia MSA, and 6.9% were from the Kansas City MSA. One percent (1.3%) of the visitors were from the St. Joseph MSA, and 1.3% were from the

Springfield MSA. Less than 1% (0.6%) of the visitors were from the Joplin MSA. Thirteen percent (13.4%) of the Illinois visitors were from the St. Louis MSA, and over half (54.3%) of the Kansas visitors were from the Kansas City MSA. Figure 3 shows the percentage of visitor residence in MSAs.

The high percentage of 1999 visitors from the St. Louis MSA may be accounted for by the visitors from Babler State Park (located within the St. Louis MSA). Of the 1999 parks surveyed, Babler State Park visitors accounted for 72.3% and Lake of the Ozarks visitors accounted for 12% of visitors from the St. Louis MSA. Visitors from Truman State Park accounted for 44.7%, Table Rock visitors accounted for 13%, and Big Lake visitors accounted for 11.4% of the visitors from the Kansas City MSA.

**Figure 3. Percentage of 1999 Missouri State Park Visitor Residence in MSAs**



**Table 3. Socio-demographic Characteristics of the 1999 Missouri State Parks Adult Visitor by Park**

	Mean Age	Gender	Education	Annual Income	Ethnic Origin	Disabled Visitors	Residence
Babler	43	52.2% male 47.8% female	14.7% high school or less 29.8% voc. school/some college 55.5% 4-yr. degree/post-graduate	8.7% <\$25,000 27.2% \$25-50,000 26.7% \$50-75,000 37.4% >\$75,000	92.2% Caucasian 2.6% Hispanic 1.8% African American 1.3% Native American* 1.0% Asian	3.9%	89.4% MO 2.3% IL
Big Lake	53.4	51.3% female 48.7% male	42.0% high school or less 43.0% voc. school/some college 15.0% 4-yr. degree/post-graduate	17.5% <\$25,000 46.5% \$25-50,000 15.8% \$50-75,000 20.2% >\$75,000	91.5% Caucasian 6.8% Native American* 0.9% African American	10.3%	61.1% MO 20.4% NE 8.0% IA 7.1% KS
Finger Lakes	36.5	68.4% male 31.6% female	33.0% high school or less 40.3% voc. school/some college 26.7% 4-yr. degree/post-graduate	27.5% <\$25,000 48.0% \$25-50,000 15.5% \$50-75,000 8.8% >\$75,000	88.8% Caucasian 5.9% Native American* 3.2% African American 1.1% Asian 1.1% Hispanic	5.8%	88.8% MO 2.8% IL 2.8% TX
Lake of the Ozarks	45.2	59.8% male 40.2% female	29.9% high school or less 43.7% voc. school/some college 26.4% 4-yr. degree/post-graduate	16.1% <\$25,000 33.9% \$25-50,000 32.2% \$50-75,000 17.8% >\$75,000	95.9% Caucasian 2.1% Asian 1.0% Native American* 0.5% Hispanic	6.8%	66.8% MO 12.4% IL 6.7% IA
Long Branch	47	53.6% male 46.4% female	47.4% high school or less 31.7% voc. school/some college 21.0% 4-yr. degree/post-graduate	25.9% <\$25,000 39.1% \$25-50,000 17.7% \$50-75,000 17.3% >\$75,000	89.5% Caucasian 7.3% Native American* 1.5% African American 1.1% Asian 0.7% Hispanic	8.2%	87.9% MO 5.3% IL 2.7% IA
Pershing	43.9	56.3% female 43.7% male	43.7% high school or less 32.8% voc. school/some college 23.5% 4-yr. degree/post-graduate	29.1% <\$25,000 39.3% \$25-50,000 22.2% \$50-75,000 9.4% >\$75,000	95.2% Caucasian 2.4% Native American* 1.6% African American 0.8% Hispanic	5.6%	83.5% MO 8.3% IL 2.5% NE
Table Rock	48.1	60.3% male 39.7% female	28.3% high school or less 41.4% voc. school/some college 30.3% 4-yr. degree/post-graduate	15.0% <\$25,000 36.7% \$25-50,000 28.9% \$50-75,000 19.4% >\$75,000	95.0% Caucasian 1.5% African American 1.5% Native American* 1.0% Asian 0.5% Hispanic	4.6%	53.5% MO 8.0% AR 7.5% IL 4.8% OK
Trail of Tears	40.5	58.2% male 41.8% female	38.5% high school or less 35.6% voc. school/some college 25.9% 4-yr. degree/post-graduate	24.4% <\$25,000 44.1% \$25-50,000 23.6% \$50-75,000 7.9% >\$75,000	91.2% Caucasian 3.6% Native American* 2.9% African American 0.7% Hispanic	3.7%	75.2% MO 7.0% IL 3.1% FL
Truman	50.9	52.4% male 47.6% female	44.3% high school or less 38.4% voc. school/some college 17.3% 4-yr. degree/post-graduate	10.3% <\$25,000 52.1% \$25-50,000 21.4% \$50-75,000 16.2% >\$75,000	97.0% Caucasian 3.0% Native American*	8.3%	64.0% MO 16.0% KS 5.6% NE
Wakonda	43.2	52.8% male 47.2% female	48.0% high school or less 35.3% voc. school/some college 16.7% 4-yr. degree/post-graduate	23.9% <\$25,000 55.4% \$25-50,000 16.3% \$50-75,000 4.3% >\$75,000	97.0% Caucasian 1.0% African American 1.0% Native American* 0.5% Hispanic	5.1%	48.0% MO 43.0% IL 4.5% IA

\* The percentage of visitors reporting to be of Native American descent does not reflect the actual population of Native Americans in Missouri and, except in the case of Trail of Tears State Park, may be due in part to the confusion of visitors regarding the phrase "Native American/American Indian" on the questionnaire. Visitors also may not understand the phrase "Caucasian/White". It is recommended that the question be reworded to read "White" and "American Indian".

## USE PATTERNS

### *Trip Characteristics*

The majority (76.1%) of visitors to the ten state parks traveled less than a day's drive to visit the parks (a day's drive is defined as 150 miles or less, not exceeding 300 miles round trip). Of those traveling less than a day's drive, 71.9% lived within 50 miles of the parks they were visiting. In fact, over half (54%) of the visitors traveling less than a day's drive lived within 25 miles of the parks they were visiting. The average number of miles visitors traveled was 138.2 miles; however, the median number of miles visitors traveled was 39, indicating that half of the visitors traveled less than 39 miles and half traveled more than 39 miles.

### *Visit Characteristics*

Three-fourths (76%) of visitors were repeat visitors. Long Branch State Park had the highest percentage of repeat visitors (85%) and Lake of the Ozarks had the lowest percentage of repeat visitors (62%). The average number of times visitors reported visiting the various parks within the past year was 14.3 times, with a low of 3.5 times (Lake of the Ozarks State Park) and a high of 38.5 times (Long Branch State Park). These differences are due to the fact that Lake of the Ozarks State Park may be viewed by visitors primarily as a destination park for vacationing, whereas Long Branch State Park visitors may visit the park on a daily or weekly basis, particularly to use the exercise trail.

The majority (78.9%) of visitors to the ten state parks visited with family and/or friends, and average group size was

about 1.9 adults and 2.0 children per group.

Across the parks, almost two-thirds (63.1%) of the visitors were day-users while 36.9% of visitors stayed overnight during their visits. Of those visitors staying overnight, 89.1% of overnight visitors stayed in the campgrounds or other facilities within the parks.

Average overnight stays were 3.2 nights, but ranged from Table Rock overnight visitors staying an average of 4.1 nights to Wakonda overnight visitors staying an average of 2.5 nights.

An interesting use pattern of visitors to the ten parks is that the majority (65.6%) of campers staying in the campgrounds in the parks reported staying in RVs compared to 34.4% of visitors staying in tents. Research has shown that RV campers tend to be older, between 50-65 years of age (Fruchter & Schau, 1997). Not surprisingly, RV campers from the 1999 Missouri State Parks Visitor Survey were significantly ( $p < .001$ ) older than tent campers, with an average age of 51.9 compared to 35.9 for tent campers.

This age difference, as well as the higher percentage of campers who camp in RVs, suggest certain management implications for future management of state park campgrounds. This is especially true when considering that Baby Boomers (people 40-55 years of age – one-third of the visitors from the 1999 Missouri State Parks Visitor Survey fall within this age category) already comprise 40% of the RV market (Fruchter & Schau, 1997). And as they age, Baby Boomers are expected to contribute significantly to the anticipated 40% growth in the RV market within the

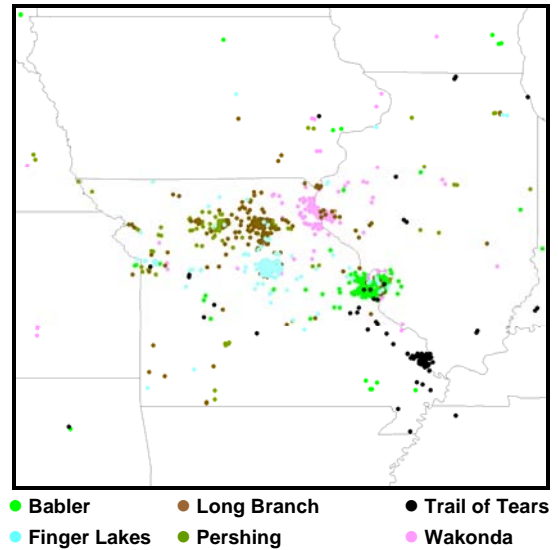
next ten years (Fruchter & Schau, 1997). As Missouri's population ages, managers can expect to see an increase in the number of RV campers in their state park campgrounds.

### *Park Classifications*

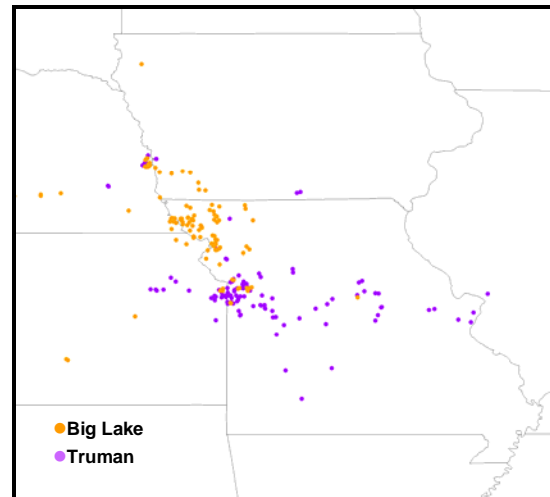
Based on visitor use patterns and zip code distribution, the ten state parks included in the 1999 Missouri State Parks Visitor Survey can be classified into three distinct types of parks. For instance, six of the ten parks were parks whose visitors were primarily day-users who traveled 50 miles or less to visit these parks (Figure 4). Babler, Finger Lakes, Long Branch, Pershing, Trail of Tears, and Wakonda are all included in this category. Most of these parks, with the exception of Pershing, are located near larger towns or cities whose residents may view the parks as virtually local parks and not destination parks.

A second classification of parks includes those parks whose visitors were primarily overnight visitors, the majority of whom traveled less than a day's drive to visit the parks (Figure 5). Parks within this category include Big Lake and Truman. And finally, a third type of parks include those parks whose visitors were primarily overnight visitors but who more frequently traveled greater than 150 miles to reach their destinations (Figure 6). Parks included in this category are both Lake of the Ozarks and Table Rock, parks whose vicinities to other recreational opportunities and attractions bring visitors from farther away, thus increasing the number of those visitors staying overnight.

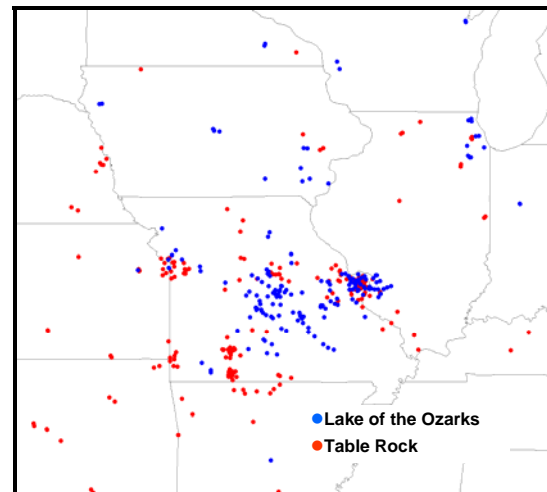
**Figure 4. Local, Day-Use Parks**



**Figure 5. Regional, Destination Parks**



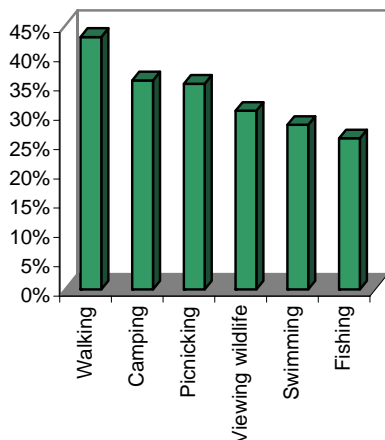
**Figure 6. Long-Distance, Destination Parks**



### ***Recreation Activity Participation***

Although recreation activities differed across the ten state parks, several activities were common to many of the parks. For example, 43.1% of all visitors surveyed indicated that they walked during their visits, 35.7% said they camped, and 35.1% said they picnicked. Thirty percent (30.5%) of visitors reported viewing wildlife during their visits, 28.1% went swimming, and 25.8% participated in fishing. Other activities in which visitors participated were hiking (18.3%), boating (15.7%), studying nature (15.3%), attending a special event (4.4%), and attending an interpretive program (3%). Figure 7 shows the percentage of participation in the six highest recreational activities.

**Figure 7. Participation in Recreational Activities**



Of note is the small number of visitors who reported attending an interpretive program. When asked how satisfied they were with the interpretive programs or interpretive information provided at the parks, a majority (67.7%) of visitors didn't know how to rate how satisfied they were. A high percentage (42.3%) of visitors also didn't know how to rate the

performance of parks providing interpretive programs or interpretive information. These results combined with the low number of visitors attending interpretive programs suggest that visitors are not aware of the interpretive programs and thus do not attend them, or do not associate the word "interpretive" with the information received at the parks.

Visitors may also be confused as to the meaning of the word "interpretive". Visitors often "interpret" the phrase "interpretive programs/information" to mean programs and services offered to visitors who speak foreign languages, and some visitors also simply do not know the meaning of the word "interpretive" (Beck & Cable, 1998). It is recommended that the wording on the questionnaire be changed to clarify the meaning of "interpretive programs/information".

### **SATISFACTION MEASURES**

#### ***Overall Satisfaction***

When asked about their overall satisfaction with their visit, 1% of visitors reported being dissatisfied or very dissatisfied with their visit, whereas 30.7% of visitors were satisfied and 68.3% were very satisfied. Visitors' mean score for overall satisfaction was 3.67, based on a 4.0 scale with 4 being very satisfied and 1 being very dissatisfied. The mean scores for overall satisfaction between the ten parks ranged from 3.83 to 3.44.

Overall, there was no significant difference in satisfaction between first time and repeat visitors, with mean overall satisfaction scores of 3.70 and 3.66. Nor was there a significant

difference in overall satisfaction between weekend (3.66) and weekday (3.70) visitors. Although there was a significant difference ( $p < .05$ ) in overall satisfaction between overnight visitors and day-users, there was no practical difference in their overall satisfaction scores (3.70 and 3.65 respectively).

Management should be commended that almost 99% of visitors reported being satisfied or very satisfied with their visits. Williams (1989) states that visitor satisfaction with previous visits is a key component of repeat visitation. The high percentage of repeat visitation (76%) combined with their positive comments provide evidence that Missouri State Park visitors are indeed satisfied with their park experiences.

#### *Satisfaction with Park Features*

Visitors to each of the state parks were asked to express their satisfaction with various park features. Although these features differed at each of the parks, several features were common to most of the areas: campgrounds, picnic areas,

park signs, trails, swimming areas, boat ramps, and interpretive programs/information. Table 4 lists the mean satisfaction scores of these features for each park. Figure 8 represents the satisfaction scores for each park. Overall, campgrounds were given the highest satisfaction score (3.58) and swimming areas were given the lowest (3.38).

There were no significant differences between weekend and weekday visitors and their satisfaction ratings of the various park features. There was a significant difference ( $p < .05$ ), however, between first time and repeat visitors. First time visitors were significantly more satisfied (3.48) than repeat visitors (3.36) regarding the swimming areas at the ten state parks.

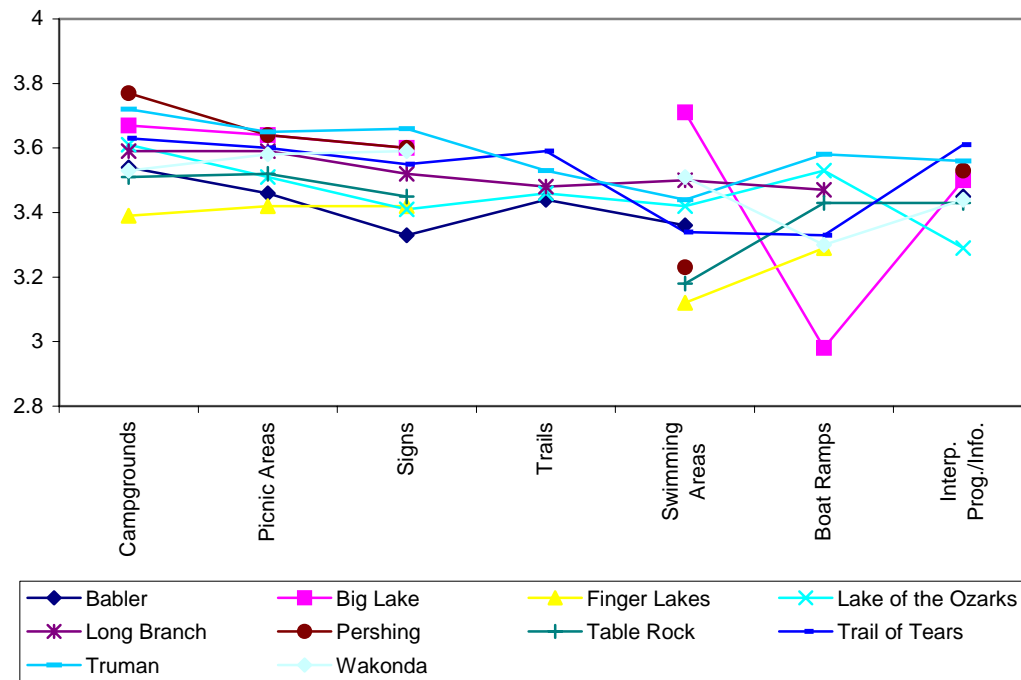
There were also significant differences between overnight visitors and day-users. Overnight visitors were significantly ( $p < .001$ ) more satisfied with the campgrounds than day-users, with satisfaction scores of 3.63 and 3.53 respectively. Overnight visitors were

**Table 4. Satisfaction of Features for Each Park**

	<b>Campgrounds</b>	<b>Picnic Areas</b>	<b>Signs</b>	<b>Trails</b>	<b>Swimming Areas</b>	<b>Boat Ramps</b>	<b>Interpretive Prog./Info.</b>
Babler	3.54	3.46	3.33	3.44	3.36*		3.45
Big Lake	3.67	3.64	3.60		3.71*	2.98	3.50
Finger Lakes	3.39	3.42	3.42		3.12**	3.29	
Lake of the Ozarks	3.61	3.51	3.41	3.46	3.42**	3.53	3.29
Long Branch	3.59	3.59	3.52	3.48	3.50**	3.47	
Pershing	3.77	3.64	3.60		3.23**		3.53
Table Rock	3.51	3.52	3.45		3.18**	3.43	3.43
Trail of Tears	3.63	3.60	3.55	3.59	3.34**	3.33	3.61
Truman	3.72	3.65	3.66	3.53	3.44**	3.58	3.56
Wakonda	3.53	3.58	3.59		3.51**	3.30	3.44
<b>Overall</b>	<b>3.58</b>	<b>3.55</b>	<b>3.48</b>	<b>3.48</b>	<b>3.38</b>	<b>3.39</b>	<b>3.47</b>

\* Denotes swimming pool.

\*\* Denotes swimming beach or other swimming area.

**Figure 8. Satisfaction With Park Features (By Park)**

also significantly ( $p < .01$ ) more satisfied with the picnic areas than day-users (3.60 and 3.52 respectively). And finally, overnight visitors were significantly ( $p < .05$ ) more satisfied with the swimming areas (3.45) than day-users (3.35).

#### PERFORMANCE RATING

Visitors to the ten parks were asked to rate the performance of each regarding certain attributes: being free of litter and trash, having clean restrooms, upkeep of facilities, having helpful and friendly staff, accessibility for disabled visitors,

**Table 5. Performance Scores of Specific Park Attributes**

	Babler	Big Lake	Finger Lakes	Lake of the Ozarks	Long Branch	Pershing	Table Rock	Trail of Tears	Truman	Wakonda	Overall
Free of litter/trash	3.66	3.70	3.30	3.77	3.56	3.80	3.61	3.63	3.80	3.72	<b>3.63</b>
Clean restrooms	3.11	3.46	2.89	3.43	3.46	3.71	3.30	3.27	3.79	3.49	<b>3.36</b>
Upkeep of facilities	3.46	3.55	3.26	3.46	3.61	3.73	3.52	3.56	3.77	3.26	<b>3.53</b>
Helpful/friendly staff	3.65	3.52	3.42	3.49	3.59	3.71	3.53	3.64	3.76	3.60	<b>3.60</b>
Disabled access	3.44	3.62	3.33	3.48	3.55	3.61	3.59	3.51	3.81	3.58	<b>3.54</b>
Care of natural resources	3.57	3.59	3.28	3.51	3.55	3.62	3.48	3.55	3.68	3.64	<b>3.54</b>
Interpretive programs/information	3.48	3.58	3.15	3.27		3.60	3.53	3.56	3.52	3.57	<b>3.45</b>
Being safe	3.63	3.65	3.38	3.46	3.60	3.68	3.68	3.63	3.80	3.53	<b>3.59</b>

caring for the natural resources, providing interpretive programs or interpretive information, and being safe. Table 5 lists the mean performance scores of the attributes for each park, and Figure 9 illustrates these scores by park. Overall, being free of litter and trash was given the highest performance rating while having clean restrooms was given the lowest rating.

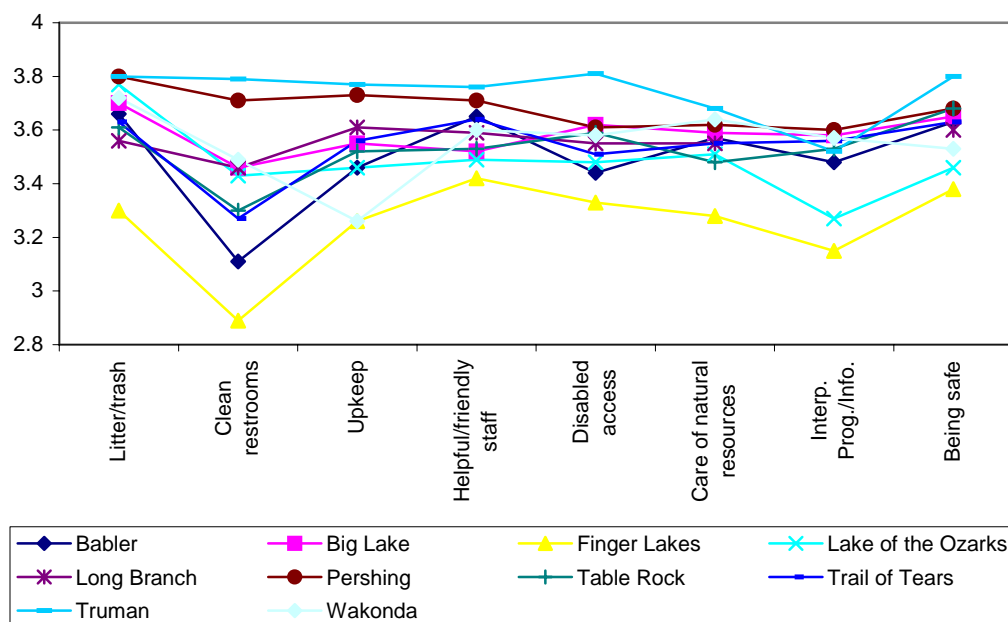
There were significant differences between first time and repeat visitors and their performance ratings of the eight park attributes. First time visitors gave significantly higher ( $p < .01$ ) performance ratings to the parks being free of litter and trash (3.70) than repeat visitors (3.61), as well as significantly higher ( $p < .05$ ) ratings to the parks having helpful and friendly staff (3.65 and 3.60 respectively).

There were also significant differences in performance ratings between overnight visitors and day-users. Overnight visitors gave significantly

higher ( $p < .05$ ) performance ratings regarding the parks being free of litter and trash (3.66) than day-users (3.61), as well as significantly higher ( $p < .05$ ) performance ratings regarding the parks having clean restrooms (3.40 and 3.32 respectively). Overnight visitors also gave significantly higher ( $p < .01$ ) performance ratings regarding the parks having helpful and friendly staff (3.65), disabled accessibility (3.60), care of natural resources (3.58), and being safe (3.65) than day-users (helpful and friendly staff = 3.56, disabled access = 3.50, care of natural resources = 3.51, and being safe = 3.55).

A significant difference was also found between weekend and weekday visitors. Weekend visitors had significantly higher ( $p < .05$ ) performance rating regarding the care of natural resources (3.56) at the ten state parks when compared to the performance rating of weekday visitors (3.50).

**Figure 9. Performance Ratings of All Visitors (By Park)**





## IMPORTANCE-PERFORMANCE MEASURES

The Importance-Performance (I-P) Analysis was used to analyze the performance and importance ratings given by visitors to the eight park attributes. Mean scores were calculated for the responses of the two questions regarding visitors' ratings of the performance and importance of the parks being free of litter and trash, having clean restrooms, upkeep of park facilities, having helpful and friendly staff, providing disabled access, care of the natural resources, providing interpretive programs or information, and being safe. Table 6 lists the scores of these attributes, which were based on a 4.0 scale of 4 being excellent and 1 being poor, and 4 being very important and 1 being very unimportant.

Figure 10 shows the Importance-Performance (I-P) Matrix. The mean scores were plotted on the I-P Matrix to illustrate the relative performance and importance ratings of the attributes by park visitors.

The I-P Matrix is divided into four quadrants to provide a guide to aid in possible management decisions. For example, the upper right quadrant is labeled "high importance, high performance" and indicates the attributes in which visitors feel the parks are doing a good job. The upper left quadrant indicates the characteristics on which management may need to focus attention, because these are attributes that are important to visitors but were given lower performance ratings. The lower left and right quadrants are less of a concern for managers because they exhibit attributes that are not as important to visitors.

Overall, the ten parks were given high importance and performance ratings for being free of litter and trash and being safe. Disabled visitors also gave high importance and performance ratings to the parks providing disabled accessibility. Visitors gave the parks higher importance but marginal performance ratings regarding the care of the natural resources, and gave higher importance but lower performance ratings regarding clean restrooms and upkeep of park facilities.

**Table 6. Mean Performance and Importance Scores for Park Attributes**

Attribute	Mean Performance Score*	Mean Importance Score*
A. Being free of litter/trash	3.63	3.83
B. Having clean restrooms	3.35	3.85
C. Upkeep of park facilities	3.53	3.79
D. Having helpful & friendly staff	3.60	3.68
E <sub>1</sub> . Access for persons with disabilities	3.54	3.55
E <sub>2</sub> . Access for persons with disabilities	3.67	3.80
F. Care of natural resources	3.54	3.79
G <sub>1</sub> . Providing interpretive programs/information	3.45	3.44
G <sub>2</sub> . Providing interpretive programs/information	3.42	3.58
H. Being safe	3.59	3.84

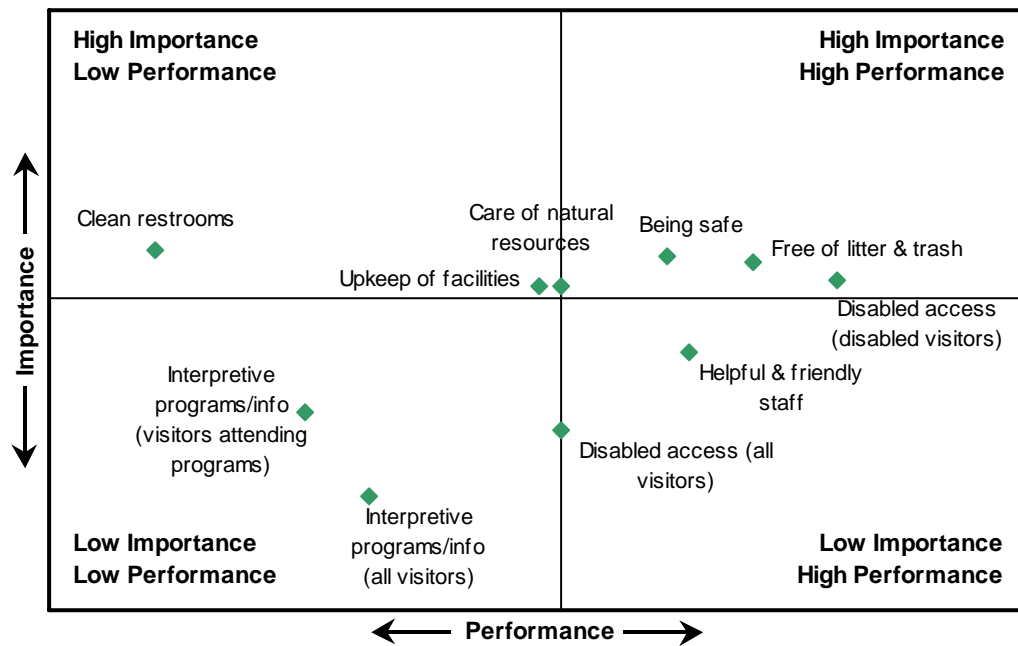
E<sub>1</sub> = All visitors

G<sub>1</sub> = All visitors

E<sub>2</sub> = Disabled visitors only

G<sub>2</sub> = Visitors attending interpretive programs

\* 1 = poor performance or low importance rating, 4 = excellent performance or high importance rating

**Figure 10. Importance-Performance Matrix of Park Attributes**

Restroom cleanliness and facility upkeep are often given lower ratings by visitors to state parks (Fredrickson & Moisey, 1999), and could be a result of the large number of visitors to Missouri state parks each year. Overnight visitors, however, gave significantly higher performance ratings than day-users regarding the parks having clean restrooms, suggesting that restrooms in the day-use areas may require different management considerations (e.g., flush toilets in favor of pit toilets).

The marginal performance rating given by visitors regarding care of the natural resources could be a result of visitors' perceptions of resource degradation in relation to their perceptions of crowding. Studies have shown that perceptions of crowding and adverse resource impacts influence evaluations of quality in recreation experiences (Peine et al., 1999). Visitors who gave care of natural

resources an excellent rating were significantly ( $p < .001$ ) less crowded (with a mean crowded score of 1.9) than visitors who gave a good (2.5), fair (2.7), or poor (3.1) rating to care of natural resources.

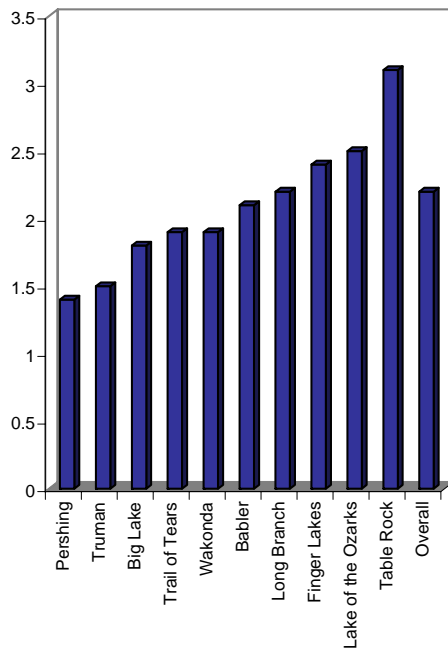
### CROWDING

Visitors to each of the ten state parks were asked how crowded they felt during their visit. The following nine-point scale was used to determine visitors' perceptions of crowding:

1	2	3	4	5	6	7	8	9
Not at all		Slightly			Moderately		Extremely	
Crowded		Crowded			Crowded		Crowded	

Visitors' overall mean response to this question was 2.2. Scores ranged from 1.4 (Pershing State Park) to 4.1 (Table Rock State Park). Figure 11 shows the mean crowded score for each park.

**Figure 11. Mean Crowded Scores of Each Park**

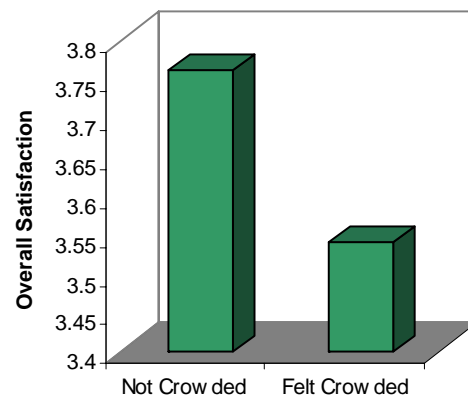


While crowding was not a concern at all ten of the state parks, overall it was an issue identified by many visitors as 40.7% reported feeling some degree of crowding. Crowding is a perceptual construct not always explained by the number or density of other visitors. Expectations of visitor numbers, the behavior of other visitors, and visitors' perceptions of resource degradation all play a significant role in crowding perceptions (Armistead & Ramthun, 1995; Peine et al., 1999). There were no significant differences in perceptions of crowding between first time visitors and repeat visitors. Overnight visitors, however, were significantly ( $p < .001$ ) more crowded (2.4) than day-users (2.0). Weekend visitors were also significantly ( $p < .001$ ) more crowded (2.3) than weekday visitors (1.8).

Particularly because visitors' perceptions of crowding can influence their overall satisfaction (Armistead & Ramthun, 1995), comparisons were made to determine if there were significant differences in overall satisfaction between visitors who felt some degree of crowding and those visitors who were not at all crowded (Figure 12). Visitors who felt crowded had a significantly lower ( $p < .001$ ) overall satisfaction rating (3.54) than visitors who were not crowded (3.76).

As perceptions of crowding are inversely related to overall satisfaction, park and site managers should address the issue of crowding. One option is to review comments from the individual parks relating to crowding and consider options that would reduce crowding perceptions. Further study could also determine if crowding perceptions at the parks are due to the number of people or perhaps the behavior of the visitors in the parks.

**Figure 12. Overall Satisfaction is Lower for Those Who Felt Crowded**

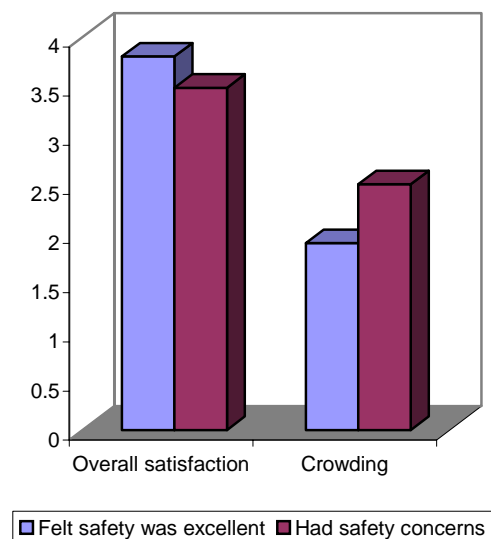


## SAFETY CONCERNS OF VISITORS

Almost two-thirds (64.4%) of visitors across the ten state parks rated park safety excellent. Park managers should be commended for providing an atmosphere in which visitors feel safe. Although safety was given a high rating overall, however, managers should not dismiss safety concerns of visitors. One-third (35.6%) of visitors did not give the parks they visited an excellent rating regarding safety.

This is especially important as visitors with safety concerns had significantly lower overall satisfaction ratings, lower satisfaction ratings of park features, and lower performance ratings than visitors who felt safety to be excellent. Visitors who did not rate the parks as excellent on being safe were also significantly more crowded than those visitors who did give excellent safety ratings. Figure 13 shows the differences in overall satisfaction and perceptions of crowding between visitors who felt safety was

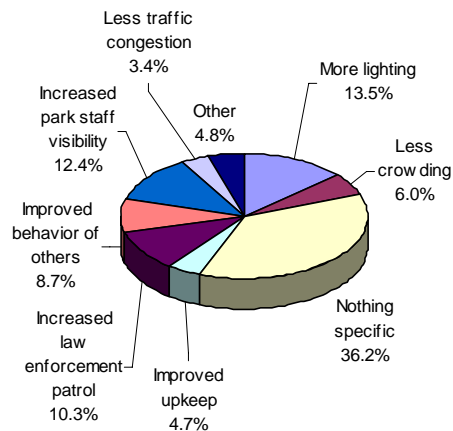
**Figure 13. Levels of Satisfaction and Perceptions of Crowding by Safety Concern**



excellent and visitors who had safety concerns.

Visitors were also given a list of nine attributes and were asked to indicate which of the nine would most increase their feeling of safety at the ten state parks. Although instructed to select only one attribute, many visitors selected more than one; consequently, 1,775 responses were given by 1,467 respondents. Figure 14 shows the percentage of responses given by visitors. Although most (36.2%) felt that nothing specific would increase their feeling of safety, 13.5% felt that more lighting in the parks and 12.4% felt that increased visibility of park staff were two attributes that would most increase their feeling of safety.

**Figure 14. Percentage of Safety Attributes Chosen by Visitors**

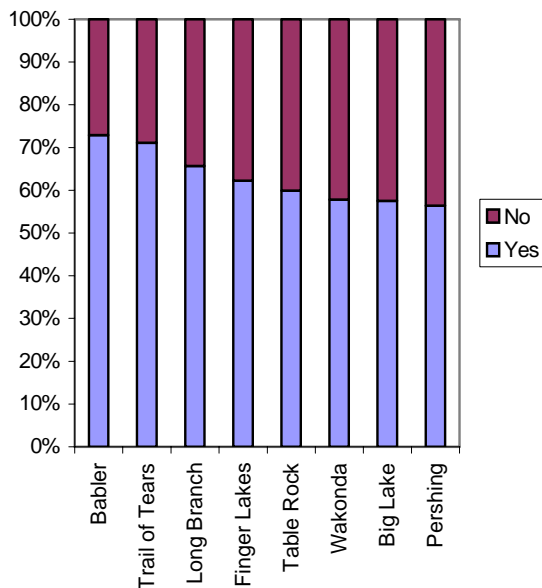


## SUPPORT OF RESERVATION SYSTEM

Visitors to the state parks (excluding Lake of the Ozarks and Truman, where a reservation system is already in place) were asked to indicate their support for a reservation system. This reservation system would set aside at least 50% of

all campsites in a reservation system, and would charge a reservation fee not to exceed \$7.00. About two-thirds (64.4%) of the visitors reported that they would support such a reservation system. There were differences, however, between the percentages of visitors at each park that would or would not support a reservation system. Babler visitors, for instance, were overwhelmingly in support (72.9%) of a reservation system, whereas only 56.4% of Pershing's visitors who were in support of it. Figure 15 shows the support of each park.

**Figure 15. Comparison of Support for Reservation System Between Parks**



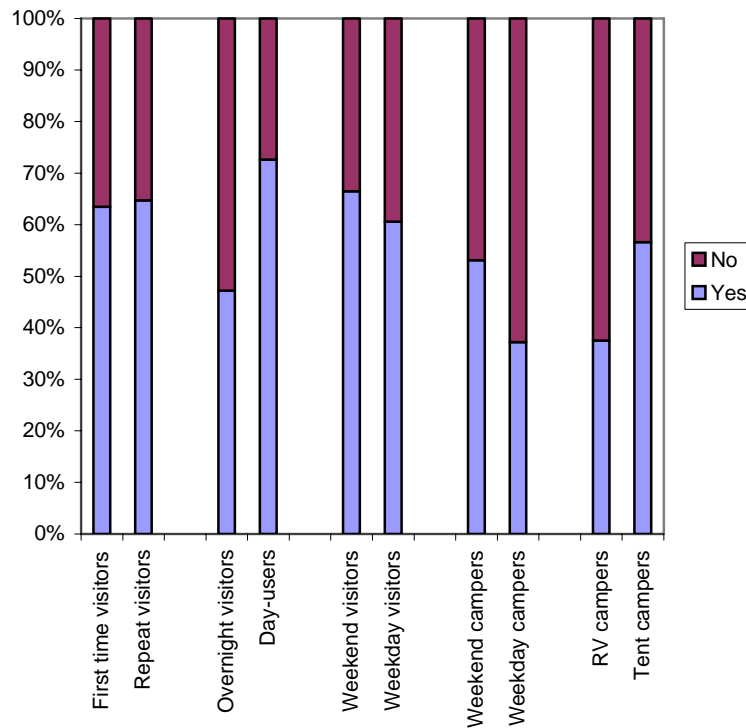
There were no significant differences between first time and repeat visitors and the percentage of each in support of or opposed to a reservation system. Both were more likely (63.5% and 64.7% respectively) to support a reservation system. And although there was a significant difference ( $p < .05$ ) between

the percentage of weekend and weekday visitors in support of or opposed to the reservation system, no practical difference existed. Both were more likely to support (66.5% and 60.6% respectively) such a system. There was, however, a significant difference ( $p < .001$ ) between overnight visitors and day-users. Overnight visitors were slightly more likely to oppose (52.8%) the reservation system than support it (47.2%). Day-users were much more likely to support (72.6%) the reservation system than oppose (27.4%) it.

An additional comparison of weekend and weekday campers indicated that weekend campers were slightly more likely to support (53.1%) the reservation system, while weekday campers were more likely to oppose (62.8%) it. And finally, RV campers (those campers who might be expected to use the reservation system more) were more likely to oppose (62.5%) such a system, while tent campers were slightly more likely to support (56.6%) it. Figure 16 shows a comparison of support for the reservation system between user groups. Consideration should be given as to whether implementation of a park-wide reservation system is necessary, particularly as a majority of visitors were not campers and those visitors who were campers were not as likely to support the idea of a reservation system.

#### **SUPPORT OF "CARRY IN/CARRY OUT" TRASH SYSTEM**

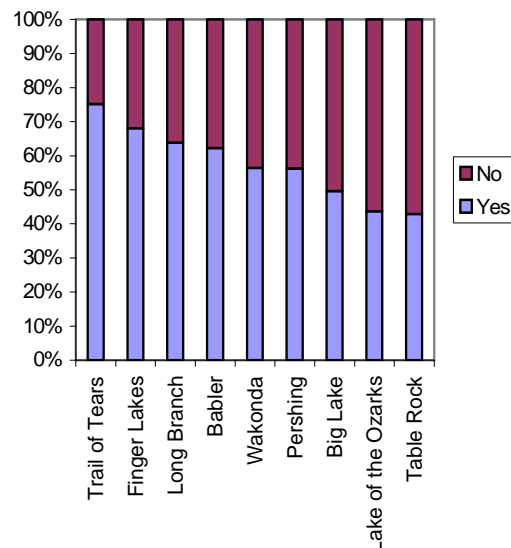
Visitors to the ten state parks were also asked to indicate whether they supported establishing a "carry in and carry out" trash removal system, thereby promoting recycling and reducing the burden of handling trash in the parks. The majority (56.7%) of visitors reported that

**Figure 16. Comparison of Support for Reservation System Between Groups**

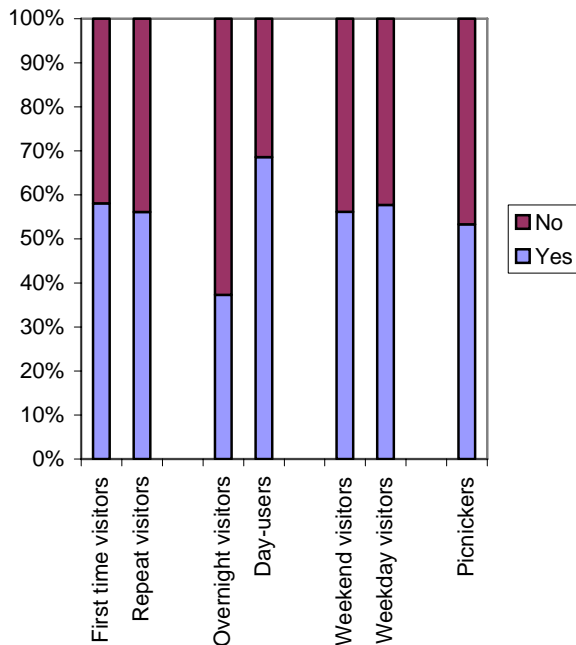
they would support a carry in/carry out trash removal system. There were differences, however, between parks and the percentages of visitors that would or would not support this type of trash removal system. Figure 17 shows the differences in support between each park.

There were also differences between user groups and the percentage of each that would or would not support a carry in and carry out trash removal system. For instance, overnight visitors were significantly ( $p < .001$ ) more likely to oppose this type of system, while day-users were two-thirds (68.6%) more likely to support it. Picnickers (a user group that might be most affected by this type of trash removal system) were only slightly more likely to support (53.3%) a carry in and carry out trash system than

oppose (46.7%) it. Figure 18 shows the differences in support between user groups.

**Figure 17. Comparison of Support for "Carry In/Carry Out" Trash Removal System Between Parks**

**Figure 18. Comparison of Support for “Carry In/Carry Out” Trash Removal System Between Groups**



## RESEARCH RECOMMENDATIONS

The results of the present study serve as baseline visitor information for Babler State Park, Big Lake State Park, Finger Lakes State Park, Lake of the Ozarks State Park, Long Branch State Park, Pershing State Park, Table Rock State Park, Trail of Tears State Park, Truman State Park, and Wakonda State Park. The frequency and percentage calculations of survey responses from each of the ten state parks provide useful information concerning socio-demographic characteristics, use patterns, and satisfaction of Missouri State Park visitors. In addition, the “sub-analysis” of data is important in identifying implications for management at each of these parks. (The sub-analysis conducted for each survey included comparisons using t-tests, Chi-square,

and ANOVA between selected groups and the Importance-Performance Analysis.)

Additional relevant information may be determined from further sub-analysis of existing data. Therefore, it is recommended additional sub-analysis be conducted to provide even greater insight to management at each of the ten parks.

Additional visitor surveys at the ten state parks should also be conducted on a regular basis (e.g., every three, four, or five years). Future studies can identify changes and trends in socio-demographic characteristics, use patterns, and visitors’ satisfaction. User studies at these parks might also be conducted during other seasons of the year for comparison between seasonal visitors.

The methodology used in this study serves as a standard survey procedure that the DSP can use in the future. Other Missouri State Parks and Historic Sites should be surveyed similarly to provide valid results for comparisons of visitor information between parks and sites, or to measure change over time in other parks and sites.

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**Appendix A. 1999 Missouri State Park Visitor Surveys**



# Dr. Edmund A. Babler Memorial State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Babler Memorial State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Babler Memorial State Park? (Check only one box.)  
☐ yes ☐ no If no, how many times have you visited this park in the past year? \_\_\_\_\_

2. During this visit to the park, are you staying overnight? (Check only one box.)  
☐ yes If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no (If no, skip to question 4.)

3. If staying overnight, where are you staying? (Check only one box.)  
☐ campground in Babler Memorial State Park  
☐ tent ☐ RV/trailer/camper  
☐ Jacob L. Babler Outdoor Education Center (group camp for persons with disabilities)  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_

4. With whom are you visiting the park? (Check only one box.)  
☐ alone ☐ family and friends ☐ club or organized group  
☐ family ☐ friends ☐ other (Please specify.) \_\_\_\_\_

- 5a. Which recreational activities have you engaged in during this park visit? (Check all that apply.)

- |                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/> picnicking | <input type="checkbox"/> jogging/running         | <input type="checkbox"/> attending interpretive program |
| <input type="checkbox"/> hiking     | <input type="checkbox"/> studying nature         | <input type="checkbox"/> visiting visitor center        |
| <input type="checkbox"/> camping    | <input type="checkbox"/> viewing wildlife        | <input type="checkbox"/> attending special event        |
| <input type="checkbox"/> tennis     | <input type="checkbox"/> horseback riding        | <input type="checkbox"/> other (Please specify.) _____  |
| <input type="checkbox"/> bicycling  | <input type="checkbox"/> horseback riding rental |   |
| <input type="checkbox"/> walking    | <input type="checkbox"/> swimming in pool        |   |

- 5b. Are you primarily participating in activities in the surrounding metropolitan area? (Check only one box.) ☐ yes ☐ no

6. How satisfied are you with each of the following in Babler Memorial State Park? (Check one box for each feature.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. tennis court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. horseback riding rental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do you rate Babler Memorial State Park on each of the following? (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you did not rate this park as excellent on being safe, what influenced your rating?  
 \_\_\_\_\_  
 \_\_\_\_\_

9. Which of the following would most increase your feeling of being safe at Babler Memorial State Park? (Check only one box.)

- |   |   |
|---|---|
| <input type="checkbox"/> more lighting where? _____       | <input type="checkbox"/> improved behavior of others        |
| <input type="checkbox"/> less crowding                    | <input type="checkbox"/> increased visibility of park staff |
| <input type="checkbox"/> nothing specific                 | <input type="checkbox"/> less traffic congestion            |
| <input type="checkbox"/> improved upkeep of facilities    | <input type="checkbox"/> other (Please specify.) _____      |
| <input type="checkbox"/> increased law enforcement patrol | _____   |



PLEASE TURN SURVEY OVER.



10. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no

11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

12. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Overall, how satisfied are you with this visit to Babler Memorial State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

14. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

15. If you felt crowded on this visit, where did you feel crowded?

16. What is your age? \_\_\_\_\_ 17. Gender? ☐ female ☐ male

18. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

19. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

20. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have? \_\_\_\_\_

21. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

22. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

23. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Babler Memorial State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Big Lake State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Big Lake State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

**1. Is this your first visit to Big Lake State Park?** *(Check only one box.)*

- ☐ yes ☐ no If no, how many times have you visited this park in the past year? \_\_\_\_\_

**2. During this visit to the park, are you staying overnight?** *(Check only one box.)*

- ☐ yes If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no *(If no, skip to question 4.)*

**3. If staying overnight, where are you staying?** *(Check only one box.)*

- ☐ campground in Big Lake State Park  
☐ tent ☐ RV/trailer/camper  
☐ motel in Big Lake State Park  
☐ cabin in Big Lake State Park  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other *(Please specify.)* \_\_\_\_\_

**4. With whom are you visiting the park?** *(Check only one box.)*

- ☐ alone ☐ family and friends ☐ club or organized group  
☐ family ☐ friends ☐ other *(Please specify.)* \_\_\_\_\_

**5. Which recreational activities have you engaged in during this park visit?**

*(Check all that apply.)*

- ☐ picnicking ☐ bird watching ☐ swimming in pool  
☐ fishing ☐ studying nature ☐ attending special event  
☐ camping ☐ viewing wildlife ☐ attending interpretive program  
☐ walking ☐ boating ☐ other *(Please specify.)* \_\_\_\_\_

**6. How satisfied are you with each of the following in Big Lake State Park?**  
*(Check one box for each feature.)*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. park store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. boat launches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. cabins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. motel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. How do you rate Big Lake State Park on each of the following?** *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. If you did not rate this park as excellent on being safe, what influenced your rating?**

\_\_\_\_\_  
 \_\_\_\_\_

**9. Which of the following would most increase your feeling of being safe at Big Lake State Park?** *(Check only one box.)*

- ☐ more lighting ☐ improved behavior of others  
 where? \_\_\_\_\_ ☐ increased visibility of park staff  
☐ less crowding ☐ less traffic congestion  
☐ nothing specific ☐ other *(Please specify.)* \_\_\_\_\_  
☐ improved upkeep of facilities  
☐ increased law enforcement patrol \_\_\_\_\_



PLEASE TURN SURVEY OVER.



10. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no

11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

12. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Overall, how satisfied are you with this visit to Big Lake State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

14. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

15. If you felt crowded on this visit, where did you feel crowded?

16. What is your age? \_\_\_\_\_ 17. Gender? ☐ female ☐ male

18. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

19. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

20. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have? \_\_\_\_\_

21. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

22. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

23. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Big Lake State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





# Finger Lakes State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Finger Lakes State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

## 1. Is this your first visit to Finger Lakes State Park? (Check only one box.)

- ☐ yes    ☐ no    If no, how many times have you visited this park in the past year? \_\_\_\_\_

## 2. During this visit to the park, are you staying overnight? (Check only one box.)

- ☐ yes    If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no    (If no, skip to question 4.)

## 3. If staying overnight, where are you staying? (Check only one box.)

- ☐ campground in Finger Lakes State Park  
     ☐ tent    ☐ RV/trailer/camper  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_

## 4. With whom are you visiting the park? (Check only one box.)

- ☐ alone    ☐ family and friends    ☐ club or organized group  
☐ family    ☐ friends    ☐ other (Please specify.) \_\_\_\_\_

## 5. Which recreational activities have you engaged in during this park visit? (Check all that apply.)

- ☐ picnicking    ☐ studying nature    ☐ riding ATVs  
☐ fishing    ☐ viewing wildlife    ☐ participating in a motocross race  
☐ camping    ☐ canoeing    ☐ using the motocross track  
☐ swimming    ☐ walking    ☐ watching races at the motocross  
☐ boating    ☐ mountain biking    ☐ attending a special event  
☐ other (Please specify.) \_\_\_\_\_

## 6. How satisfied are you with each of the following in Finger Lakes State Park? (Check one box for each feature.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swim beach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. boat launches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. ATV trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. motocross track	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 7. How do you rate Finger Lakes State Park on each of the following? (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 8. If you did not rate this park as excellent on being safe, what influenced your rating?

\_\_\_\_\_

## 9. Which of the following would most increase your feeling of being safe at Finger Lakes State Park? (Check only one box.)

- ☐ more lighting where? \_\_\_\_\_  
☐ less crowding  
☐ nothing specific  
☐ improved upkeep of facilities  
☐ increased law enforcement patrol
- ☐ improved behavior of others  
☐ increased visibility of park staff  
☐ less traffic congestion  
☐ other (Please specify.) \_\_\_\_\_



PLEASE TURN SURVEY OVER.



10. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no

11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

12. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Overall, how satisfied are you with this visit to Finger Lakes State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

14. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

15. If you felt crowded on this visit, where did you feel crowded?

16. What is your age? \_\_\_\_\_ 17. Gender? ☐ female ☐ male

18. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

19. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

20. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have? \_\_\_\_\_

21. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

22. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

23. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Finger Lakes State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Lake of the Ozarks State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Lake of the Ozarks State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Lake of the Ozarks State Park? (Check only one box.)  
☐ yes ☐ no If no, how many times have you visited this park in the past year? \_\_\_\_\_

2. During this visit to the park, are you staying overnight? (Check only one box.)  
☐ yes If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no (If no, skip to question 6.)

3. If staying overnight, where are you staying? (Check only one box.)

- ☐ campground in Lake of the Ozarks State Park  
☐ tent ☐ RV/trailer/camper  
☐ camper cabin in Lake of the Ozarks State Park  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_

4. If camping at Lake of the Ozarks State Park, were you aware of the reservation system? (Check only one box.) ☐ yes ☐ no

5. If camping at Lake of the Ozarks State Park, did you use the reservation system? (Check only one box.)

- ☐ no If no, why not? \_\_\_\_\_  
☐ yes If yes, were you satisfied with the system?  
☐ yes ☐ no Why were you dissatisfied? \_\_\_\_\_

6. With whom are you visiting the park? (Check only one box.)

- ☐ alone ☐ family and friends ☐ club or organized group  
☐ family ☐ friends ☐ other (Please specify.) \_\_\_\_\_

7. Which recreational activities have you engaged in during this park visit?

(Check all that apply.)

- ☐ picnicking ☐ walking ☐ viewing wildlife  
☐ fishing ☐ boating ☐ studying nature  
☐ camping ☐ boating rental ☐ attending interpretive program  
☐ swimming ☐ horseback riding ☐ attending special event  
☐ hiking ☐ horseback riding rental ☐ other (Please specify.) \_\_\_\_\_  
☐ bicycling ☐ tour of Ozark Caverns \_\_\_\_\_

8. How satisfied are you with each of the following in Lake of the Ozarks State Park? (Check one box for each feature.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swim beaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. boat launches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. marina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. camp store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. horseback riding rental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. camper cabins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. cave tours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Within Lake of the Ozarks State Park, there is an area designated for a large group boat mooring (Party Cove). Has this feature affected your visit to Lake of the Ozarks State Park? (Check only one box.)  
☐ no ☐ yes If yes, how? \_\_\_\_\_

10. How do you rate Lake of the Ozarks State Park on each of the following? (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



PLEASE TURN SURVEY OVER.



11. If you did not rate this park as excellent on being safe, what influenced your rating?

12. Which of the following would most increase your feeling of being safe at Lake of the Ozarks State Park? (Check only one box.)

- |   |   |
|---|---|
| <input type="checkbox"/> more lighting<br>where? _____    | <input type="checkbox"/> improved behavior of others        |
| <input type="checkbox"/> less crowding                    | <input type="checkbox"/> increased visibility of park staff |
| <input type="checkbox"/> nothing specific                 | <input type="checkbox"/> less traffic congestion            |
| <input type="checkbox"/> improved upkeep of facilities    | <input type="checkbox"/> other (Please specify.) _____      |
| <input type="checkbox"/> increased law enforcement patrol |   |

13. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

14. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Overall, how satisfied are you with this visit to Lake of the Ozarks State Park? (Check only one box.)

- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Very<br>Satisfied        | Satisfied                | Dissatisfied             | Very<br>Dissatisfied     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16. During this visit, how crowded did you feel? (Circle one number.)

- |                       |   |   |                     |   |   |                       |   |                      |
|-----------------------|---|---|---------------------|---|---|-----------------------|---|----------------------|
| 1                     | 2 | 3 | 4                   | 5 | 6 | 7                     | 8 | 9                    |
| Not at all<br>Crowded |   |   | Slightly<br>Crowded |   |   | Moderately<br>Crowded |   | Extremely<br>Crowded |

17. If you felt crowded on this visit, where did you feel crowded?

18. What is your age? \_\_\_\_\_ 19. Gender? ☐ female ☐ male

20. What is the highest level of education you have completed? (Check only one box.)

- |                                       |  |   |
|---------------------------------------|--|---|
| <input type="checkbox"/> grade school | <input type="checkbox"/> vocational school | <input type="checkbox"/> graduate of 4-year college |
| <input type="checkbox"/> high school  | <input type="checkbox"/> some college      | <input type="checkbox"/> post-graduate education    |

21. What is your ethnic origin? (Check only one box.)

- |                                   |   |  |
|-----------------------------------|---|--|
| <input type="checkbox"/> Asian    | <input type="checkbox"/> African American | <input type="checkbox"/> Native American/American Indian |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> Caucasian/White  | <input type="checkbox"/> Other (Please specify.) _____   |

22. Do you have a disability that substantially limits one or more life activities or might require special accommodations? (Check only one box.)

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> yes | If yes, what disability or disabilities do you have? |
| <input type="checkbox"/> no  | _____  |

23. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

24. What is your annual household income?

- |  |  |
|--|--|
| <input type="checkbox"/> less than \$25,000  | <input type="checkbox"/> \$50,001 - \$75,000 |
| <input type="checkbox"/> \$25,000 - \$50,000 | <input type="checkbox"/> over \$75,000       |

25. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Lake of the Ozarks State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Long Branch State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Long Branch State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Long Branch State Park? (Check only one box.)

☐ yes ☐ no If no, how many times have you visited this park in the past year? \_\_\_\_\_

2. During this visit to the park, are you staying overnight? (Check only one box.)

☐ yes If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no (If no, skip to question 4.)

3. If staying overnight, where are you staying? (Check only one box.)

☐ campground in Long Branch State Park  
☐ tent ☐ RV/trailer/camper  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_

4. With whom are you visiting the park? (Check only one box.)

☐ alone ☐ family and friends ☐ club or organized group  
☐ family ☐ friends ☐ other (Please specify.) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Which recreational activities have you engaged in during this park visit? (Check all that apply.)

☐ picnicking ☐ hiking ☐ viewing wildlife  
☐ fishing ☐ walking ☐ studying nature  
☐ camping ☐ running/jogging ☐ attending special event  
☐ swimming ☐ boating ☐ other (Please specify.) \_\_\_\_\_  
 \_\_\_\_\_

6. How satisfied are you with each of the following in Long Branch State Park? (Check one box for each feature.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swim beach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. boat launches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do you rate Long Branch State Park on each of the following? (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you did not rate this park as excellent on being safe, what influenced your rating?

\_\_\_\_\_  
 \_\_\_\_\_

9. Which of the following would most increase your feeling of being safe at Long Branch State Park? (Check only one box.)

☐ more lighting where? \_\_\_\_\_  
☐ less crowding  
☐ nothing specific  
☐ improved upkeep of facilities  
☐ increased law enforcement patrol

☐ improved behavior of others  
☐ increased visibility of park staff  
☐ less traffic congestion  
☐ other (Please specify.) \_\_\_\_\_  
 \_\_\_\_\_



PLEASE TURN SURVEY OVER.



10. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no

11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

12. A marina area with boat slips and a store has been provided at Long Branch State Park in the past. How important is this service to your enjoyment of your park visit? (Check only one box.)

Very Important ☐ Important ☐ Unimportant ☐ Very Unimportant ☐ Don't Know ☐

13. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Overall, how satisfied are you with this visit to Long Branch State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

15. During this visit, how crowded did you feel? (Circle one number.)

1 Not at all Crowded 2 3 4 Slightly Crowded 5 6 7 Moderately Crowded 8 9 Extremely Crowded

16. If you felt crowded on this visit, where did you feel crowded?

17. What is your age? \_\_\_\_\_ 18. Gender? ☐ female ☐ male

19. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

20. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

21. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have? \_\_\_\_\_

22. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

23. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

24. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Long Branch State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Pershing State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Pershing State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

- Is this your first visit to Pershing State Park? (Check only one box.)  
☐ yes    ☐ no    If no, how many times have you visited this park in the past year? \_\_\_\_\_
- During this visit to the park, are you staying overnight? (Check only one box.)  
☐ yes    If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no    (If no, skip to question 4.)
- If staying overnight, where are you staying? (Check only one box.)  
☐ campground in Pershing State Park  
     ☐ tent    ☐ RV/trailer/camper  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_
- With whom are you visiting the park? (Check only one box.)  
☐ alone    ☐ family and friends    ☐ club or organized group  
☐ family    ☐ friends    ☐ other (Please specify.) \_\_\_\_\_
- Which recreational activities have you engaged in during this park visit? (Check all that apply.)  
☐ picnicking    ☐ walking    ☐ walking boardwalk trail  
☐ fishing    ☐ archery    ☐ attending interpretive program  
☐ camping    ☐ viewing wildlife    ☐ attending special event  
☐ hiking    ☐ studying nature    ☐ visiting Pershing Boyhood Home Historic Site  
☐ swimming    ☐ birdwatching    ☐ visiting Locust Creek Covered Bridge Historic Site  
☐ other (Please specify.) \_\_\_\_\_

- How satisfied are you with each of the following in Pershing State Park? (Check one box for each feature.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swimming area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. archery range	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. boardwalk trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- How do you rate Pershing State Park on each of the following? (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- If you did not rate this park as excellent on being safe, what influenced your rating?  
 \_\_\_\_\_  
 \_\_\_\_\_

- Which of the following would most increase your feeling of being safe at Pershing State Park? (Check only one box.)

- |   |   |
|---|---|
| <input type="checkbox"/> more lighting where? _____       | <input type="checkbox"/> improved behavior of others        |
| <input type="checkbox"/> less crowding                    | <input type="checkbox"/> increased visibility of park staff |
| <input type="checkbox"/> nothing specific                 | <input type="checkbox"/> less traffic congestion            |
| <input type="checkbox"/> improved upkeep of facilities    | <input type="checkbox"/> other (Please specify.) _____      |
| <input type="checkbox"/> increased law enforcement patrol | _____   |



PLEASE TURN SURVEY OVER.



10. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no
11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no
12. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Overall, how satisfied are you with this visit to Pershing State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

14. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

15. If you felt crowded on this visit, where did you feel crowded?

\_\_\_\_\_

\_\_\_\_\_

16. What is your age? \_\_\_\_\_ 17. Gender? ☐ female ☐ male

18. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

19. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

20. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have?  
\_\_\_\_\_

21. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

22. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

23. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Pershing State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Table Rock State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Table Rock State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

**1. Is this your first visit to Table Rock State Park? (Check only one box.)**

☐ yes    ☐ no    If no, how many times have you visited this park in the past year? \_\_\_\_\_

**2. During this visit to the park, are you staying overnight? (Check only one box.)**

☐ yes    If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no    (If no, skip to question 4.)

**3. If staying overnight, where are you staying? (Check only one box.)**

☐ campground in Table Rock State Park  
     ☐ tent    ☐ RV/trailer/camper  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_

**4. With whom are you visiting the park? (Check only one box.)**

☐ alone    ☐ family and friends    ☐ club or organized group  
☐ family    ☐ friends    ☐ other (Please specify.) \_\_\_\_\_

**5. Which recreational activities have you engaged in during this park visit? (Check all that apply.)**

☐ picnicking    ☐ swimming    ☐ attending interpretive program  
☐ fishing    ☐ boating    ☐ viewing wildlife  
☐ camping    ☐ boat rental    ☐ studying nature  
☐ hiking    ☐ parasailing    ☐ attending special event  
☐ walking    ☐ scuba diving    ☐ other (Please specify.) \_\_\_\_\_

**6. How satisfied are you with each of the following in Table Rock State Park? (Check one box for each feature.)**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swimming area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. marina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. boat ramps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. marina store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. marina parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. How do you rate Table Rock State Park on each of the following? (Check one box for each feature.)**

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. If you did not rate this park as excellent on being safe, what influenced your rating?**

**9. Which of the following would most increase your feeling of being safe at Table Rock State Park? (Check only one box.)**

☐ more lighting where? \_\_\_\_\_  
☐ less crowding  
☐ nothing specific  
☐ improved upkeep of facilities  
☐ increased law enforcement patrol  
☐ improved behavior of others  
☐ increased visibility of park staff  
☐ less traffic congestion  
☐ designated swimming beach  
☐ other (Please specify.) \_\_\_\_\_



PLEASE TURN SURVEY OVER.



10. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no

11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

12a. A marina expansion proposal is being considered. This expansion would temporarily reduce the number of lakeside basic campsites. Would you support this proposal? (Check only one box.)

☐ yes If yes, why? \_\_\_\_\_  
☐ no If no, why? \_\_\_\_\_  
☐ no opinion

12b. Do you believe marina growth should continue? (Check only one box.)

☐ no  
☐ yes If yes, should growth limits be established? ☐ yes ☐ no

13. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Overall, how satisfied are you with this visit to Table Rock State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

15. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

16. If you felt crowded on this visit, where did you feel crowded?  
\_\_\_\_\_  
\_\_\_\_\_

17. What is your age? \_\_\_\_\_ 18. Gender? ☐ female ☐ male

19. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

20. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

21. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes If yes, what disability or disabilities do you have?  
☐ no \_\_\_\_\_

22. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

23. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

24. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Table Rock State Park a better one.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Trail of Tears State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Trail of Tears State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

- Is this your first visit to Trail of Tears State Park? (Check only one box.)  
☐ yes ☐ no If no, how many times have you visited this park in the past year? \_\_\_\_\_
- Was Trail of Tears State Park a primary destination during your visit? (Check only one box.) ☐ yes ☐ no
- During this visit to the park, are you staying overnight? (Check only one box.)  
☐ yes If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no (If no, skip to question 5.)
- If staying overnight, where are you staying? (Check only one box.)  
☐ campground in Trail of Tears State Park  
☐ tent ☐ RV/trailer/camper  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_
- With whom are you visiting the park? (Check only one box.)  
☐ alone ☐ family and friends ☐ club or organized group  
☐ family ☐ friends ☐ other (Please specify.) \_\_\_\_\_
- Which recreational activities have you engaged in during this park visit? (Check all that apply.)  
☐ picnicking ☐ studying nature ☐ attending interpretive program  
☐ fishing ☐ viewing wildlife ☐ attending a special event  
☐ camping ☐ boating in lake ☐ visiting the visitor center  
☐ swimming ☐ boating in river ☐ other (Please specify.) \_\_\_\_\_  
☐ hiking ☐ horseback riding \_\_\_\_\_  
☐ walking ☐ backpacking \_\_\_\_\_

- How satisfied are you with each of the following in Trail of Tears State Park? (Check one box for each feature.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swimming area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. boat launches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- How do you rate Trail of Tears State Park on each of the following? (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- If you did not rate this park as excellent on being safe, what influenced your rating?  
 \_\_\_\_\_  
 \_\_\_\_\_

- Which of the following would most increase your feeling of being safe at Trail of Tears State Park? (Check only one box.)

- |   |   |
|---|---|
| <input type="checkbox"/> more lighting where? _____       | <input type="checkbox"/> improved behavior of others        |
| <input type="checkbox"/> less crowding                    | <input type="checkbox"/> increased visibility of park staff |
| <input type="checkbox"/> nothing specific                 | <input type="checkbox"/> less traffic congestion            |
| <input type="checkbox"/> improved upkeep of facilities    | <input type="checkbox"/> other (Please specify.) _____      |
| <input type="checkbox"/> increased law enforcement patrol | _____   |



PLEASE TURN SURVEY OVER.



11. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no
12. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no
13. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Overall, how satisfied are you with this visit to Trail of Tears State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

15. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

16. If you felt crowded on this visit, where did you feel crowded?

17. What is your age? \_\_\_\_\_ 18. Gender? ☐ female ☐ male

19. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

20. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

21. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have? \_\_\_\_\_

22. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

23. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

24. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Trail of Tears State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Harry S Truman State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Truman State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Truman State Park? (Check only one box.)

- ☐ yes ☐ no If no, how many times have you visited this park in the past year? \_\_\_\_\_

2. During this visit to the park, are you staying overnight? (Check only one box.)

- ☐ yes If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no (If no, skip to question 4.)

3. If staying overnight, where are you staying? (Check only one box.)

- ☐ campground in Truman State Park  
☐ tent ☐ RV/trailer/camper  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other (Please specify.) \_\_\_\_\_

4. In your experience, how would you rate the Truman State Park campgrounds in comparison with Army Corps of Engineers campgrounds? (Check only one box.)

- ☐ no experience to compare  
☐ no difference  
☐ Truman State Park campgrounds are superior  
 why? \_\_\_\_\_  
☐ Truman State Park campgrounds are inferior  
 why? \_\_\_\_\_

5. With whom are you visiting the park? (Check only one box.)

- ☐ alone ☐ family and friends ☐ club or organized group  
☐ family ☐ friends ☐ other (Please specify.) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Which recreational activities have you engaged in during this park visit?

(Check all that apply.)

- ☐ picnicking ☐ swimming ☐ attending interpretive program  
☐ fishing ☐ boating ☐ attending special event  
☐ camping ☐ boat rental ☐ other (Please specify.) \_\_\_\_\_  
☐ hiking ☐ viewing wildlife \_\_\_\_\_  
☐ walking ☐ studying nature \_\_\_\_\_

7. How satisfied are you with each of the following in Truman State Park?

(Check one box for each feature.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swimming beach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. marina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. boat ramps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. park store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How do you rate Truman State Park on each of the following? (Check one box for each feature.)

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If you did not rate this park as excellent on being safe, what influenced your rating?

\_\_\_\_\_  
 \_\_\_\_\_



PLEASE TURN SURVEY OVER.



10. Which of the following would most increase your feeling of being safe at Truman State Park? (Check only one box.)
- |   |   |
|---|---|
| <input type="checkbox"/> more lighting where? _____       | <input type="checkbox"/> improved behavior of others        |
| <input type="checkbox"/> less crowding                    | <input type="checkbox"/> increased visibility of park staff |
| <input type="checkbox"/> nothing specific                 | <input type="checkbox"/> less traffic congestion            |
| <input type="checkbox"/> improved upkeep of facilities    | <input type="checkbox"/> other (Please specify.) _____      |
| <input type="checkbox"/> increased law enforcement patrol | _____   |

11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

12. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Overall, how satisfied are you with this visit to Truman State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

14. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

15. If you felt crowded on this visit, where did you feel crowded?
- \_\_\_\_\_
- \_\_\_\_\_

16. What is your age? \_\_\_\_\_ 17. Gender? ☐ female ☐ male

18. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

19. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

20. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have? \_\_\_\_\_

21. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

22. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

23. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Harry S Truman State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.





## Wakonda State Park



The Missouri Department of Natural Resources and the University of Missouri are seeking your evaluation of Wakonda State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

**1. Is this your first visit to Wakonda State Park?** *(Check only one box.)*

☐ yes    ☐ no    If no, how many times have you visited this park in the past year? \_\_\_\_\_

**2. During this visit to the park, are you staying overnight?** *(Check only one box.)*

☐ yes    If yes, how many nights are you staying at or near the park during this visit? \_\_\_\_\_  
☐ no    *(If no, skip to question 4.)*

**3. If staying overnight, where are you staying?** *(Check only one box.)*

☐ campground in Wakonda State Park  
☐ tent    ☐ personal RV/trailer/camper    ☐ RV rental  
☐ nearby lodging facilities  
☐ nearby campground  
☐ friends/relatives  
☐ other *(Please specify.)* \_\_\_\_\_

**4. With whom are you visiting the park?** *(Check only one box.)*

☐ alone    ☐ family and friends    ☐ club or organized group  
☐ family    ☐ friends    ☐ other *(Please specify.)* \_\_\_\_\_

**5. Which recreational activities have you engaged in during this park visit?** *(Check all that apply.)*

☐ picnicking    ☐ innertube rental    ☐ birdwatching  
☐ fishing    ☐ boating    ☐ viewing wildlife  
☐ camping    ☐ boat rental    ☐ studying nature  
☐ swimming    ☐ canoeing    ☐ attending interpretive program  
☐ walking    ☐ canoe rental    ☐ attending special event  
☐ other *(Please specify.)* \_\_\_\_\_

**6. How satisfied are you with each of the following in Wakonda State Park?** *(Check one box for each feature.)*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. swimming beach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. boat ramps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. RV rental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. food concession	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. boat rental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. interpretive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. How do you rate Wakonda State Park on each of the following?** *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. If you did not rate this park as excellent on being safe, what influenced your rating?**

\_\_\_\_\_

**9. Which of the following would most increase your feeling of being safe at Wakonda State Park?** *(Check only one box.)*

☐ more lighting where? \_\_\_\_\_  
☐ improved upkeep of facilities  
☐ less crowding  
☐ nothing specific  
☐ increased law enforcement patrol  
☐ improved behavior of others  
☐ increased visibility of park staff  
☐ less traffic congestion  
☐ other *(Please specify.)* \_\_\_\_\_



PLEASE TURN SURVEY OVER.



10. Do you support setting aside at least 50% of all campsites in a reservation system in order to guarantee a site, and charging a reservation fee not to exceed \$7.00? (Check only one box.) ☐ yes ☐ no

11. Do you support establishing a "carry in and carry out" system as a means of promoting recycling and reducing the burden of handling trash in this park? (Check only one box.) ☐ yes ☐ no

12. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. providing interpretive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Overall, how satisfied are you with this visit to Wakonda State Park? (Check only one box.)

Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

14. During this visit, how crowded did you feel? (Circle one number.)

1 2 3 4 5 6 7 8 9  
Not at all Slightly Moderately Extremely  
Crowded Crowded Crowded Crowded

15. If you felt crowded on this visit, where did you feel crowded?

\_\_\_\_\_

16. What is your age? \_\_\_\_\_ 17. Gender? ☐ female ☐ male

18. What is the highest level of education you have completed? (Check only one box.)

☐ grade school ☐ vocational school ☐ graduate of 4-year college  
☐ high school ☐ some college ☐ post-graduate education

19. What is your ethnic origin? (Check only one box.)

☐ Asian ☐ African American ☐ Native American/American Indian  
☐ Hispanic ☐ Caucasian/White ☐ Other (Please specify.) \_\_\_\_\_

20. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

☐ yes ☐ no If yes, what disability or disabilities do you have?  
\_\_\_\_\_

21. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? \_\_\_\_\_

22. What is your annual household income?

☐ less than \$25,000 ☐ \$50,001 - \$75,000  
☐ \$25,000 - \$50,000 ☐ over \$75,000

23. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Wakonda State Park a better one.

THANK YOU FOR YOUR HELP.  
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.

## **Appendix B. Survey Protocol**

## **Protocol for 1999 Missouri State Parks Visitor Survey**

Hi, my name is \_\_\_\_\_, and I am conducting a survey of park visitors for Missouri state parks. The information that I am collecting will be useful for future management of \_\_\_\_\_ State Park.

The survey is one page, front and back side, and only takes about 3-5 minutes to complete. Anyone who is 18 or older may complete the survey, and by completing the survey, you have the opportunity to enter your name in a drawing for a prize package of \$100 worth of concession coupons. Your participation is voluntary, and your responses will be completely anonymous.

Your input is very important to the management of \_\_\_\_\_ State Park. Would you be willing to help by participating in the survey?

[If no,] Thank you for your time. Have a nice day.

[If yes,]

Here is a pencil and clipboard with the survey attached (for each respondent). Please complete the survey on both sides. When finished, return the survey(s), clipboard(s), pencils, and prize entry form(s) to me.

Thank you for taking time to complete the survey. Your help is greatly appreciated. Have a nice day.



## **Appendix C. Prize Entry Form**

**WIN A PRIZE PACKAGE OF CONCESSION COUPONS  
WORTH \$100**

**Enter a drawing to win \$100 worth of gift certificates! These certificates are good for any concessions at any state park or historic site. Concessions include cabin rentals, canoe rentals, boat rentals, restaurant dining, horseback riding, etc.**

**You may enter the drawing by simply filling out the back of this entry form and returning it to the surveyor. Your name, address, and telephone number will be used only for this drawing; thus, your survey responses will be anonymous. The drawing will be held November 1, 1999. Winners will be notified by telephone or mail. Redemption of gift certificates is based on dates of availability through August 31, 2000.**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone #:** (      ) \_\_\_\_\_

## **Appendix D. Observation Survey**

Date \_\_\_\_\_ Day of Week \_\_\_\_\_ Time Slot \_\_\_\_\_  
 Weather \_\_\_\_\_ Temperature \_\_\_\_\_ Park \_\_\_\_\_

	Survey #'s	# of Adults	# of Children	Type of Vehicle	Additional Axles	# of Visits Today	Exit/ Area
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
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29							
30							

**Time Slot Codes:**

Time Slot 1 = 8:00 a.m. - 12:00 p.m.  
 Time Slot 2 = 12:00 - 4:00 p.m.  
 Time Slot 3 = 4:00 - 8:00 p.m.

**Weather Codes (examples):**

Hot & Sunny      Windy  
 Cold & Rainy      Sunny  
 Cloudy      Humid